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The Meridian 1 is designed to provide flexible use of business telephones. It is capable of a number of sophisticated operations such as setting up conference calls, allowing you to answer someone else's calls, or even notifying you when a number you have tried is no longer busy.

This guide explains how to operate these features from the Meridian 1 Series 2500 telephones. Some of these features have been assigned to your telephone. The features on your telephone have been selected to reflect your specific communication needs. If you want to have some features removed or others added, contact your System Administrator. Not all features are available in all areas; ask your System Administrator which features are available to you.

Your personal telephone

The way you can use your telephone may be affected by restrictions applied by your organization. For instance, you may have to share your telephone extension with several other people. Or, you may not be allowed to make long distance calls.

Shared Directory Numbers — since your DN (extension) may be shared by others, it is important to listen for dial tone or conversation before beginning to dial. If you share your DN with other people, they may be able to connect to your telephone calls at any time.

Private Line — a Private Line may be assigned to your telephone. With this line, you may reach any outside number without dialing the digit(s) which you normally use to get an outside line. Internal extensions cannot be dialed from a private line.

Entering codes

Using individual features of your telephone sometimes requires entering a code that consists of several digits. If you happen to enter one incorrectly, you will hear the invalid code signal.

Terms you should know

Attendant — the attendant is a telephone operator in your organization.

DN (Directory Number) — a DN is any extension on a telephone. A DN can have up to seven digits.

FFCs (Flexible Feature Codes) — In addition to SPRE codes, your system may use FFCs to activate features. Because FFCs can vary from system to system, they are not provided in this guide. Ask your System Administrator for the FFCs available to you.

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Introduction

LINK — If your telephone has a **Link** button, you can press **Link** instead of pressing and releasing the switchhook. You will press **Link** usually prior to entering a feature code. Some telephones have a **Link** button, while others have a **Recall** button.

Note: **Link** and **Recall** perform the same function. Wherever one key is indicated in this guide, you can press whichever key you have on your telephone.

Meridian 1 — the Meridian 1 is your office communications system.

Pushbutton telephones — the pushbutton telephones referred to in this guide are the 2500, Link and Unity telephones.

Recall — If your telephone has a **Recall** button, you can press **Recall** instead of pressing and releasing the switchhook. You will press **Recall** usually prior to entering a feature code. Some telephones have a **Recall** button, while others have a **Link** button.

Note: **Link** and **Recall** perform the same function. Wherever one key is indicated in this guide, you can press whichever key you have on your telephone.

Ringback/ring tone — ringback/ring tone is the sound you hear when a call you've made is ringing at its destination.

Rotary dial telephones — the rotary dial telephone referred to in this guide is the 500 telephone.

Special Prefix Code (SPRE) — the Special Prefix Code is a number you'll need to enter to activate many of the feature on your telephone. For example, when you read "Enter the SPRE code plus **6 7**," first enter the SPRE code (located at the back of this guide,) then enter **6 7**.

Switchhook — the switchhook is the button which the handset presses down, disconnecting your call when you replace the handset. If you press and release the switchhook very quickly, your call is not disconnected. Instead, you send a signal to the system, usually followed by entering a code.

To make a call:

1. Lift the handset.
2. Upon hearing dial tone, dial the phone number. You hear ringback/ring tone or busy/engaged signal.

Note: If you dial an invalid number or one with more digits than the maximum allowed for your organization, you may hear a fast busy/engaged signal, an announcement, or be redirected to the attendant.

To answer a call:

Your phone is ringing.

- Lift the handset and answer the call.

To end a call:

When you have finished your conversation, or if you can't get through to the person called, replace the handset.

Note: For more information on what you can do if you can't get through to the person called, see Ring Again and Stored Number redial.

Special features

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Features assigned to your telephone will be different from those assigned to other phones. Since different users have different communication needs, the type and number of features will vary from telephone to telephone.

This chapter lists your telephone's features in alphabetical order and explains how to use them.

Note: If your telephone has a [Recall] button or a [Link] button, you can press it instead of pressing and releasing the switchhook as indicated in certain instructions in this guide.

Attendant Recall

Attendant Recall allows you to call the attendant for assistance in handling a call which was originally routed through the attendant.

You are on a call and you want to request help from the attendant.

To recall the attendant:

1. Press and release the switchhook or press [Link].
2. Stay on the line. When the attendant answers, the caller, the attendant, and you can all hear and speak with each other. If the attendant has the Secrecy feature and the call is from an outside line, the third party is excluded from the conversation.
3. Ask for assistance.
4. Replace the handset.

Note: To call the attendant, dial the attendant's extension.

- Once you press and release the switchhook or press [Link], you can't return to the original caller. You must wait for the attendant to answer.
- When you are not on a call and you want to speak to the attendant, lift the handset, dial [0] and wait for the attendant to answer.
- If you have the Transfer feature, you can't use the Attendant Recall feature. You can get assistance from the attendant by using Transfer and dialing the attendant's extension. You and the original caller will both be connected to the attendant.

Automatic Call Distribution

Using your telephone as an ACD telephone

Tones you will hear

There are three different tones (as well as silence) you will hear while using your telephone. They indicate the status of your telephone when you lift the handset:

- Regular dial tone—you are not logged in and will not receive ACD calls. You can place and receive normal (non-ACD) calls.
- ACD tone—you are logged in and ready to receive ACD calls, as well as place and receive normal calls.
- Not Ready tone—you are logged in but are in the Not Ready state and will not receive ACD calls, but can place and receive normal calls.
- Silence—you have entered a feature code, but the feature has not yet been activated. Hang up the receiver to activate the feature.

Agent features

Log in (using agent ID)

1. Lift the handset and enter the ACD Log In/Out FFC plus the four-digit agent ID.
2. Replace the handset.

Note: If you hear a fast busy/engaged signal, you may have misdialed. Hang up and try again. If you hear a normal busy/engaged signal, tell your supervisor immediately. Someone is logged in using your agent ID.

Log in (without agent ID)

1. Lift the handset and enter the ACD Log In/Out FFC.
2. Replace the handset.

Log out (idle or Not Ready mode)

1. Lift the handset and enter the ACD Log In/Out FFC.
2. Replace the handset.

Log out (on a call)

1. Press and enter the ACD Log In/Out FFC.
2. Replace the handset.
3. Press again to return to the call.

Answer ACD calls

- When your telephone rings, lift the handset and answer the call.

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Special features

End ACD calls

- Replace the handset.

Hold

1. Press .
2. Enter the Hold FFC.
3. Replace the handset, if desired.
4. Lift the handset to return to the call.

(Return to call)

- Lift the handset to return to the call.

Not Ready (Idle telephone)

1. Lift the handset.
2. Enter the ACD Ready/Not Ready FFC.
3. Replace the handset.

Begin receiving ACD calls (leave the Not Ready state)

1. Lift the handset.
2. Enter the ACD Ready/Not Ready FFC.
3. Replace the handset. You are placed back in the ACD queue.

(On an active call)

1. Press .
2. Enter the ACD Ready/Not Ready FFC.
3. Replace the handset. You are placed in the not ready state.

Leave the ACD state (while on a non-ACD call)

1. Press .
2. Enter the ACD Ready/Not Ready FFC.
3. Press . You are returned to your call. When you hang up, you are placed back in the ACD queue.

Note: You may hear a fast busy/engaged signal when attempting to leave the Not Ready state while on a call. If this happens, you must wait until the call is finished and then replace the handset. Then follow the steps under "Leave the ACD state".

Automatic Wake-Up / Reminder Call

Although normally used as a hotel feature, Automatic Wake-up may be useful to business users who require a timed reminder call feature. From your telephone you may program the Meridian 1 system to automatically place a call to you at a predetermined time. When you answer the call, you will hear recorded music for up to thirty seconds followed by a prerecorded announcement, or the attendant.

To set a wake-up call:

1. Lift the handset. You hear dial tone.
2. Enter the Automatic Wake-up Activate FFC. You hear a confirmation tone.
3. Enter the required time in 24-hour format (hh:mm). You hear a confirmation tone.
4. Replace the handset.

Note: In 24-hour format, 7:30 AM is entered as 0730; 9:45 PM is 2145.

Call Pickup

Telephones in your organization may be arranged into Call Pick-up groups. Use Call Pickup to answer (from your own telephone) any call made to a telephone in your Call Pickup group.

To use Call Pickup when a telephone in your Call Pickup group is ringing:

1. Lift the handset or press a free DN key.
2. Enter the SPRE code plus **[9]**, or enter the Call Pickup FFC. You are connected to the caller.

Your telephone may allow you to answer calls made to a telephone in another Call Pickup group, or to one specific Directory Number. Ask your telephone system administrator if this feature is available to you.

Note: If you are on a call and another call comes in for someone in your Call Pickup group, you must end, park, or transfer the call you are on before you can answer the new call.

To answer a call to any telephone in another Call Pickup group:

1. Enter the SPRE code plus **[9]** **[4]**, or enter the Pickup Group FFC.
2. Dial the call Pickup Group Number. You are connected to the caller.

To answer a call to a specific extension in another Call Pickup group:

1. Enter the SPRE code plus **[9]** **[5]**, or enter the Pickup Ringing Number FFC.
2. Dial the extension. You are connected to the caller.

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Special features

Call Waiting

Call Waiting allows you to answer a call ringing on another line on your telephone without disconnecting from your current call.

You are on a call and you hear two beeps, a pause, and two more beeps.

To answer the waiting call:

1. Press and release the switchhook or press **[Link]**.
The first call is put on Hold and you are connected to the second call.
2. To return to the original call, press and release the switchhook or press **[Link]** again. You are reconnected to the first call.

You can alternate between calls by pressing and releasing the switchhook. If one call ends, press and release the switchhook to return to the other caller.

Camp-on

Forced Camp-on allows your set to automatically ring another set as soon as that set disconnects from its current call.

Forced Camp-on can be used as a feature by itself or in conjunction with Priority Override. The combination of the two features is referred to as Enhanced Override.

To use Forced Camp-on:

1. You dial a number and receive a busy/engaged signal.
2. Enter the Override FFC to initiate a Forced Camp-on. If either person on the call in progress disconnects, you hear an overflow (fast busy/engaged) tone.
3. Both persons on the call hear a Camp-on tone. You hear a ringback/ring tone or busy/engaged signal depending on the options chosen. You are now Forced Camped-on to the number you dialed.
4. When the person you called finishes their call, your telephone automatically dials the number.

To answer a camped-on call:

1. You are on a call and you hear a short beep.
2. Replace the receiver, or park the call then replace the receiver, or transfer the call then replace the receiver.
3. When the telephone rings, lift the handset. You are connected to the second call.

Note: Your telephone can be programmed for either Camp-on or Call Waiting, but not both.

Charge

Use Charge Account to charge your long distance calls to an account number. The calls may be billed to a department, office, or project.

You can enter a charge account number before you make a call, or during a call.

To enter a charge account number before making a call:

1. Lift the handset.
2. Enter the SPRE code plus [5], or enter the Call Detail Recording FFC.
3. Enter the charge account number.
4. Upon hearing dial tone, dial the telephone number.

To enter a charge account number during a call:

1. Press [Link], or press and release the switchhook. You hear three beeps followed by dial tone. Your call is put on Hold.
2. Enter the SPRE code plus [5] or the Call Detail Recording FFC.
3. Dial the charge account number. You hear dial tone.
4. Press and release the switchhook again to reconnect to your call.

To charge a call using Conference or Transfer:

1. During a call, press [Link], or press and release the switchhook. You hear three beeps followed by dial tone. The call is put on Hold.
2. Enter the SPRE code plus [5] or Call Detail Recording FFC. The dial tone stops.
3. Enter the charge account number. You hear dial tone.
4. Dial the telephone number.
5. When you hear ringback/ring tone, replace the handset. The call is transferred to the new number.
or
Wait for the call to be answered. Press and release the switchhook to establish a three-party conference, or replace the handset to transfer the call.
or
When you hear a busy/engaged signal, press and release the switchhook to return to the original caller.

Note: If you have a rotary dial telephone, you must use a charge account number with the maximum number of digits that has been specified by your organization. If you have a pushbutton telephone, you can use a number which has fewer than the maximum number of digits, and press [■] at the end of the number.

Special features

Forced Charge Account

Use Forced Charge Account to make and charge long distance calls from a telephone that normally is restricted from making long distance calls. The calls will be charged to your department, office or project.

To use Forced Charge Account:

1. Lift the handset.
2. Enter the SPRE code plus [5], or enter the Call Detail Recording FFC. The dial tone stops.
3. Dial the charge account number. You hear dial tone.
4. Dial the telephone number. You hear ring back or busy/engaged signal.

Note 1: The charge account number must be entered for each long distance call. You can transfer or conference a call made using Forced Charge Account.

Note 2: If you have a rotary dial telephone, you must use a charge account number with the maximum number of digits specified for your organization. If you have a pushbutton telephone, you can use a number which has fewer than the maximum number of digits by pressing the [■] key at the end of the number.

Conference

Conference allows you to set up a conversation between yourself and up to five other people.

Note: The maximum number of persons you can conference is set by your system administrator.

To add persons to your current call:

1. Press and release the switchhook or press [Link]. You hear three beeps followed by a dial tone.
2. Dial the telephone number of the person to be included in your call. You hear ringback/ring tone or a busy/engaged signal.
3. If you hear ringback/ring tone, wait for the person to answer. You can speak privately to this person. Press and release the switchhook or press [Link] to connect the original caller(s).
or
If you hear a busy/engaged signal, press and release the switchhook to return to the original caller(s).
4. Repeat the steps above to add additional parties to the conference.

To disconnect the last caller from the call (if the caller is on an outside trunk):

1. Press and release the switchhook. You hear three beeps followed by a dial tone.
2. Enter the SPRE code plus [■] [■], or the 3-Person Conference FFC or the 5-Person Conference FFC.

Note: The Conference feature on your telephone allows you to connect either up to 3, or up to 6 persons. Ask your system administrator how your Conference feature is programmed.

Electronic Lock

Electronic Lock allows you to lock your telephone so no one can make outside calls from it

To lock your telephone:

1. Lift the handset.
2. Enter the lock code.
3. Enter your Electronic Lock password. You may hear a confirmation tone after dialing your password.
4. If you're using someone else's telephone, dial your main extension number.
5. Replace the handset or press **[R/S]**.

To unlock your telephone:

- Perform the same steps above except use your unlock code in step 2.

To change your Electronic Lock password:

1. Lift the handset and enter the password change code.
2. Enter the current password for your telephone, followed by the new password you wish to use. You may hear special dial tone.
3. Enter the new password again. If you hear a fast busy/engaged signal, you may have misdialled. Replace the handset and try again.

Note: Ask your System Administrator for the lock and unlock codes.

Call Park

Use Call Park to put a call on Hold and totally detach the call from your telephone. Anyone can then answer the call from any telephone.

To park a call:

1. Press and release the switchhook or press **[Link]**. You hear three beeps followed by dial tone.
2. Enter the SPRE code plus **[7] [1]**, or enter the Call Park FFC. The dial tone stops.
3. Replace the handset. The call is parked on your extension.
or
Dial the extension you want to park the call on, then replace the handset. The call is parked on the dialed extension.

To answer a parked call:

1. Lift the handset.
2. Enter the SPRE code plus **[7] [2]**, or enter the Call Park FFC.
3. Dial the extension the call is parked on. You are now connected to the parked call.

If you press and release the switchhook or press **[Link]** again before you replace the handset, the park procedure is cancelled and you are reconnected to the caller. If the parked call isn't answered within a designated length of time, the call returns to the telephone that parked it.

Call Forward

Use this feature to have calls to your telephone automatically ring on another telephone.

To forward your calls to another telephone:

1. Lift the handset.
2. If you have a pushbutton telephone, enter **[#] [1]**, or enter the Call Forward Activate FFC.
or
If you have a rotary dial telephone, enter the SPRE code plus **[7] [4]**, or enter the Call Forward Activate FFC.
3. Dial the number to which you want to forward your calls.
4. Replace the handset. All calls to your telephone are now automatically forwarded.

To cancel Forward:

1. Lift the handset.
2. If you have a pushbutton telephone, enter **[#] [1]**, or enter the Call Forward Activate FFC.
or
If you have a rotary dial telephone, enter the SPRE code plus **[7] [4]**, or enter the Call Forward Activate FFC.
3. Replace the handset. You can receive calls normally.

Note 1: You will hear a fast busy/engaged signal if you dial a code which isn't allowed or if you dial a number with more than the maximum number of digits allowed.

Note 2: You can still make calls from your telephone while using Forward.

Remote Call Forward

Remote Call Forward allows you (from any telephone other than your own) to forward your calls to any telephone.

To activate Remote Call Forward:

1. Lift the handset.
2. If you are calling from a telephone outside the system, first dial the Direct Inward System Access (DISA) number and wait for the dial tone.
3. Dial the Remote Call Forward activate code.
4. Dial your Electronic Lock password for your telephone. (See Electronic Lock.)
5. Dial your main extension number.
6. Dial the number of the telephone to which want your calls forwarded. If the number you are forwarding calls to is invalid, you will hear a fast busy/engaged signal.
7. Press **[#]**.

Note: If you want to forward calls to a previously programmed telephone number, skip step 6, above.

To cancel Remote Call Forward:

1. Lift the handset.
2. Dial the Remote Call Forward deactivate code.
3. Dial your Electronic Lock password.
4. Dial your main extension number.
5. Press **[#]**.

To verify Remote Call Forward:

1. Lift the handset.
2. Dial the Remote Call Forward verify code.
3. Dial your Electronic Lock password.
4. Dial your main extension number.
5. Dial the extension number of the telephone you are forwarding to.
6. Press **[#]**.

Group Call

Use Group Call to set up an automatic conference with a predefined group of up to 20 telephones. If your telephone is part of a Group Call group, you'll be notified when a Group Call is made.

To answer a Group Call:

- Lift the handset.

Note 1: Your telephone can't be used to set up a Group Call.

Note 2: You can leave the conversation at any time by hanging up. Once you've disconnected from the call, you can't reconnect to it.

Note 3: If you are on a call when a Group Call is made, you'll hear three quick bursts of tone repeated after 10 seconds. End your call to answer the Group Call.

Hold

Use Hold to temporarily disconnect yourself from a caller without ending your call.

To put a call on hold:

1. Press and release the switchhook or press . You hear three beeps followed by dial tone.
2. If you have a pushbutton telephone, enter , or enter the Hold FFC. You hear three beeps followed by dial tone.
The call is on hold.
or
If you have a rotary dial telephone, enter the SPRE code plus , or enter the Hold FFC. The dial tone stops.
The call is on Hold.
3. Replace the handset.

Periodic ringing reminds you that a call is on hold.

To return to a call on hold:

- Lift the handset to return to the call on Hold.

Note 1: You can't put a Conference call on Hold.

Note 2: You can leave the handset off the hook after you have put a call on Hold. To return to the call, press and release the switchhook or press .

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Special features

Permanent Hold

Permanent Hold allows you to temporarily disconnect yourself from a caller without ending your call.

To place a call on hold:

1. Press . You hear three beeps followed by dial tone.
 2. Enter the Permanent Hold FFC. You hear three beeps followed by dial tone.
or
If you have a rotary dial telephone, enter the SPRE code plus , or enter the Permanent Hold FFC. The dial tone stops.
The call is on Permanent Hold.
 3. Replace the handset.
- Periodic ringing reminds you that a call is on hold.

To return to a call on hold:

1. Lift the handset.

Note 1: You can't put a Conference call on Hold.

Note 2: You can leave the handset off the hook after you have put a call on Hold. To return to the call, press and release the switchhook or press .

Hotline

You can only use this feature if your telephone has been designated as a Hotline telephone. Flexible Hotline lets you dial a pre-defined telephone number by only having to lift the handset of your telephone. The system automatically connects you to the pre-defined telephone number.

If your telephone is a Hotline telephone, you cannot use any other features described in this guide.

Hotline—Enhanced

If your telephone has been designated as a Hotline telephone and is equipped with a keypad or rotary dial, Enhanced Hotline allows you to use the following features:

- Attendant Recall
- Call Waiting
- Conference
- Park — you can park a call but cannot retrieve a parked call
- Ring Again
- Transfer

Refer to the appropriate sections in this guide for instructions on how to use these features.

Intercom

Telephones in your organization can be arranged into Intercom groups. Use Intercom to call another telephone in your group by dialing a one- or two-digit code. The codes are available from your System Administrator.

To use Intercom:

1. Lift the handset.
2. Dial the one- or two-digit code for the telephone you are calling. You hear ringback/ring tone or busy/engaged signal.

When the person answers, you are connected in a call.

Note 1: If your telephone has Intercom, you can only make calls to other telephones in your group. You can't use this telephone for any other type of call.

Note 2: Intercom Group telephones may have the following features:

- Call Pick-up
- Transfer
- Conference
- Ring Again

Malicious Call Trace

Malicious Call Trace provides a way for you to trace nuisance calls within your system.

To trace a call:

1. Answer the call.
2. Press **[Link]**: The caller will be placed on hold, and you will hear three beeps followed by dial tone. If your system is equipped with the Music On Hold feature, the caller will hear music while you are placing the trace.
3. Enter the Trace FFC, or enter the SPRE code plus **[8]** **[3]**. You will be connected to the caller.

When the call is traced, the DN of the extension from which the call is being placed is printed on a central printer. Ask your System Administrator for details.

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Special features

Message Waiting

Your telephone can be automatically answered by a Message Center if you do not answer or if your line is busy. The Message Waiting feature notifies you when the attendant or Message Center has taken a message for you.

If there is a message waiting for you at the Message Center, you can be notified in one of two ways. If you have a Message Waiting lamp, you'll see the lamp flash. If you don't have a Message Waiting lamp, you'll hear an interrupted dial tone when you lift the handset.

To retrieve your messages:

1. Lift the handset.
2. Dial the extension of the Message Center. You hear ringback/ring tone.
3. When the Message Center answers, request your messages.
4. Replace the handset.

Note 1: If you don't have a Message Waiting lamp and you dial an extension other than the Message Center, the message waiting indication resumes when the call is completed.

Note 2: The message waiting indication will be turned off by the Message Center when you call for your messages.

Night Service

After business hours, incoming calls are answered in one of two ways depending on the type of night service chosen by your organization.

Night bell(s) ring —

You are notified of an incoming call by a ringing bell.

- To answer the call, lift the handset of any telephone and dial the night answer code, enter the SPRE code plus **[1]**, or enter the Night Answer FFC. Transferring is done in the normal manner, but you should stay on the line until the transfer is completed.

Flexible Night Service —

- Only specific phone(s) will ring. Calls must be answered on these phones. Transferring is done in the normal manner, but you should stay on the line until the transfer is completed.

Override

If you place a call to a busy telephone, Override allows you to interrupt the call.

To override a busy call:

1. You place a call and hear a busy/engaged signal. Press [Link] , or press and release the switchhook.
2. Enter the Override FFC. All parties hear a one-second beep and you are connected to the call. You hear a beep every 16 seconds.

Note: If you are on a call and hear a one-second beep, someone else is using Override to interrupt your call.

Enhanced Override

If you place a call to a busy telephone, Enhanced Override allows you one of two options:

Either

To camp-on to the busy telephone:

1. Press [Link] , or press and release the switchhook.
2. Enter the Override FFC. Both persons on the call in progress hear an audible beep.

If you wish to interrupt the conversation:

1. Press [Link] , or press and release the switchhook.
2. Enter the Override FFC. Both persons on the call hear an audible beep and the three of you are connected together.

Or

If you are currently camped-on to the busy telephone:

1. Press [Link] , or press and release the switchhook.
2. Enter the Override FFC. Both persons on the call hear an audible beep and the three of you are connected together.

Priority Override

The Priority Override feature allows you to break into an established connection.

To use Priority Override:

1. You dial a number and hear a busy/engaged signal.
2. Enter the Override FFC to attempt an Override. If either person on the call in progress hangs up, you hear an overflow (fast busy/engaged) signal.
3. Both persons on the call hear a tone and a Conference is established between the three of you.

If any party disconnects, a simple two-party call is established.

Radio Paging

Your Meridian 1 system may be equipped with an on-site Radio Paging system. You may use the Radio Paging FFCs to alert the pager of a person to whom you wish to speak. If you stay on the line, the paged person may answer the call by keying a special Paging "meet me" code from any Meridian 1 extension.

Radio Paging Access:

Automatic Pre - selection ("Meet me" paging).

You wish to contact a person. They either do not have a Meridian extension, or they are unlikely to answer if their extension DN is called. You wish to directly alert their radio paging device.

1. Lift the handset. You hear dial tone.
2. Key the Radio Paging FFC. You hear paging dial tone.
3. Key the DN of the party to be paged. You hear ringback/ring tone.

Note 1: While ring tone is heard, the person you have paged may proceed to any Meridian extension and key a Radio Paging Answer code plus their own extension DN to be connected directly to you.

Note 2: If your call is not answered within a preset time period you will hear a continuous high pitched tone for fifteen seconds, then silence. Hang up and try again later.

Radio Paging Automatic Post - selection

You have called another user's extension, and are receiving either engaged tone or ring tone without reply. To page the called party there is no need to make a new call.

The called party is either busy on the telephone or away from the desk.

1. Press . You hear special dial tone.
2. Key the Radio Paging Access feature code. You hear ringback/ring tone.
(There is no need to redial the extension number of the called party in order to page them).

Note 1: •While ring tone is heard, the person you have paged may proceed to any Meridian extension and key a Radio Paging Answer code plus their own extension DN to be connected directly to you.

Note 2: •If your call is not answered within a preset time period you will hear a continuous high pitched tone for fifteen seconds, then silence. Hang up and try again later.

Radio Paging Answer

If you carry a Radio Pager, you will receive a paging indication when another Meridian 1 telephone user accesses the Radio Paging system and dials your extension DN.

If the Radio Paging system is set up to function in Meet - me mode, you may answer the paging call from any Meridian 1 extension and be connected to the person who has paged you.

1. Lift the handset of any telephone on the system (as long as it is not a hotline, private line, or a manual line telephone). You hear dial tone.
2. Key the Radio Paging Answer feature code. You hear paging tone.
3. Key your own extension DN. You are connected to the paging caller. If the paging caller has hung up you will hear a steady high pitched tone - Number Unavailable tone).

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Special features

Redial

Use the Last Number Redial feature to automatically redial the last number you dialed. Each number you dial is automatically stored, erasing the previously stored number.

To redial the last number dialed:

1. Lift the handset.
2. Enter the SPRE code plus , or enter the Last Number Redial FFC. You hear ringback/ring tone or busy/engaged signal.

If the number of digits you dialed exceeds the maximum allowed, the number won't be stored, but the previously stored number will be erased. If the last number you dialed was invalid or had too many digits, you'll hear a fast busy/engaged signal when you try to redial. If your telephone is programmed with the Stored Number Redial feature, you can store the Last Number Redial number as a Stored Number Redial number.

Ring Again

To be automatically notified when the line is free when you dial a busy number, use Ring Again.

If you make a call to a busy extension or trunk, you can use Ring Again to notify you when the line becomes free and to redial the call automatically.

To use Ring Again:

You have called a busy extension or trunk and want to be connected as soon as it is free.

1. Press and release the switchhook or press . You hear three beeps followed by dial tone.
2. Enter the SPRE code plus , or enter the Ring Again Activate FFC and replace the handset. While waiting to be notified that the line is free, you can make or answer other calls.
3. You are notified when the busy number becomes free. You hear short bursts of ringing for six seconds.
4. Lift the handset. The number is automatically dialed.

To cancel Ring Again:

1. Before you hear short bursts of ringing for six seconds, lift the handset.
2. Enter the SPRE code plus , or enter the Ring Again Deactivate FFC.

Note: If you don't lift the handset while the telephone is ringing, the call is cancelled.

Ring Again on No Answer

Ring Again—No Answer allows you to automatically recall a set that previously did not pickup your call. The next time the person you called places a call and hangs up, your telephone calls them.

To use Ring Again—No Answer:

1. Press [Link] , or press and release the switchhook. You hear three beeps followed by a dial tone.
2. Enter the Ring Again Activate FFC and replace the handset. You may place and answer other calls normally.
3. When the person you tried to reach uses their telephone and hangs up, you hear short bursts of ringing for six seconds.
4. Lift the handset. The number is automatically redialed.

To cancel Ring Again—No Answer:

1. Before you hear short bursts of ringing for six seconds, lift the handset.
2. Enter the Ring Again Deactivate FFC and replace the handset.

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Special features

Speed Call

Speed Call lets you store telephone numbers so that you can quickly dial a number using a one-, two-, or three-digit code.

Telephones are designated as either Speed Call Users or Speed Call Controllers. Speed Call Controllers can program numbers as well as use them. Speed Call Users can only use the numbers.

If your Speed Call List contains 10 or fewer telephone numbers, one-digit codes (0-9) can be used for the Speed Call numbers. For lists with 10-100 numbers, two-digit codes (00-99) must be used. For lists with 100-1000 numbers, three-digit codes (000-999) must be used.

Some Speed Call Lists can be designated as System Speed Call lists. Calls made using System Speed Call lists are unrestricted, even if your telephone is not normally allowed to make calls to the numbers in the list.

A list is provided at the back of this guide for you to fill in and use as a reference for your Speed Call and System Speed Call numbers.

To store or change a number in a Speed Call list:

1. Lift the handset.
2. If you have a pushbutton telephone, enter [7] [2] , or enter the SPRE code plus [7] [5] , or enter the Speed Call Controller FFC. You hear dial tone.
or
If you have a rotary dial telephone, enter the SPRE code plus [7] [5] , or enter the Speed Call Controller FFC. You hear dial tone.
3. Dial the one-, two-, or three-digit code you want to associate with the number being stored.
4. Dial the number to be stored. If you dial a number with more than the maximum number of digits allowed for your organization, you hear a fast busy/engaged signal.
5. Replace the handset.

You can now use this code to make a Speed Call.

To make a Speed Call:

1. Lift the handset.
2. If you have a pushbutton telephone, enter [*] [3], or enter the SPRE code plus [7] [6], or enter the Speed Call User FFC.
or
If you have a rotary dial telephone, enter the SPRE code plus [7] [6], or enter the Speed Call User FFC.
3. Dial the one-, two-, or three-digit code for the number you want to call. You hear ringback/ring tone or busy/engaged signal. You will hear a fast busy/engaged signal if you dial a code which isn't allowed.

To make a System Speed Call:

1. Lift the handset.
2. Enter the SPRE code plus [7] [6], or enter the System Speed Call User FFC.
3. Dial the one-, two-, or three-digit code for the number you want to call. You hear ringback/ring tone or busy/engaged signal.

Note: When using System Speed Calling, there may be a delay of up to 15 seconds before the call is connected.

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Stored Number Redial allows you to store one telephone number and redial it automatically.

To store a number:

1. Lift the handset.
2. Enter the SPRE code plus [7] [6], or enter the Store Number FFC.
3. Enter the number you want to store. If you enter a number with more digits than is allowed, or if you enter a code which isn't allowed, you hear a fast busy/engaged signal; the number currently in the Stored Number Redial memory remains unchanged.
4. Replace the handset. The dialed number is stored. Any previously stored number is erased.

To store a number during a call:

1. Lift the handset.
2. Dial the telephone number. You hear ringback/ring tone or busy/engaged signal.
3. Press and release the switchhook or press [Link]. You hear three beeps followed by dial tone.
4. Enter the SPRE code plus [7] [6], or enter the Store Number FFC. You hear ringback/ring tone if a complete number has been successfully stored.

Note: A number can't be stored during ringback/ring tone.

To dial the stored number:

1. Lift the handset.
2. Enter the SPRE code plus [7] [6], or enter the Stored Number Redial FFC. You hear ringback/ring tone.
3. Additional digits may be dialed, if desired.

Tone to Last Party

Tone to Last Party provides you with a confirmation tone when all others have disconnected from a call. Call a colleague and ask them to hang up, so as to familiarize yourself with the tone.

Transfer

Use this feature to transfer a call to someone else, without the help of the attendant. You can also speak privately with the person to whom you are transferring the call.

To transfer a call:

You are on a call with someone who wants to speak to another person in your organization.

1. Press and release the switchhook or press **Recall**. You hear three beeps followed by dial tone.
2. Dial the number of the person to whom you want to transfer the call. You hear ringback/ring tone or busy/engaged signal.
3. If you hear ringback/ring tone, you can replace the handset to transfer the call, or you can wait until the person answers. When the person answers, the two of you can speak privately. The call will be transferred when you replace the handset. If the person you dialed hangs up, you are automatically connected to the original caller.
or
If you hear a busy/engaged signal, press and release the switchhook again. You are reconnected to the original caller. If you press and release the switchhook before the person you dialed hangs up, you'll be connected in a three-way conference call.

Note: If you have connected an outside line to your call using Transfer, you can disconnect the outside line if you press and release the switchhook again after all three of you are connected. You will be connected to the Meridian 1 user only.

SPRE Code and FFCs

	SPRE		Speed Call Controller
	ACD Log In/Out		Speed Call User
	ACD Ready/Not Ready		Store Number
	Automatic Wake-Up Activate		Stored Number Redial
	Call Detail Recording		Trace
	Call Forward Activate		Make Busy
	Call Park		Radio Paging
	Call Pickup		Radio Paging Access
	Pickup Group		Radio Paging Answer
	Pickup Ringing Number		
	3-Person Conference		
	6-Person Conference		
	Hold		
	Last Number Redial		
	Night Answer		
	Override		
	Permanent Hold		
	Ring Again Activate		
	Ring Again Deactivate		

Numerics

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- 500 6
- Agent features 10
- Answer a call 7
- Answering calls 7
- Attendant recall 9
- Automatic Call Distribution (ACD) 10
- Automatic Wake-Up 12
- Call Park 17
- Call Pickup 12
- Call Waiting 13
- Camp-on 13
- Charge 14
- Codes 5
- Conference 15
- Direct Inward System Access 19
- Directory Number 5
- End a call 7
- Enhanced Override 24
- FFC 33
- FFCs 5
- Flexible Feature Codes 5
- Flexible night service 23
- Forced Camp-on 13
- Forced charge account 15
- Forward 18
- Group Call 20
- Hold 20, 21
- Hotline, enhanced 21
- Hotline, flexible 21
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- LINK 6
- Lock 15
- Make a call 7
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- Message waiting 22
- Night service 23
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